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2638338

Monitoring visit

Information about this residential family centre

This residential family centre is registered for up to five families at any one time. The centre is privately owned. Families access the centre at the direction of the family court or the local authority for the purposes of assessment. Parenting assessments are usually completed over a 12-week period but may be extended if agreed with the referring local authority and/or following court instruction.

The centre does not currently have a registered manager. A new manager has been appointed but has not yet applied to register with Ofsted.

Inspection date: 14 October 2022

Date of previous inspection: 6 July 2022

This monitoring visit

This monitoring visit was completed following concerns raised to Ofsted about the centre. Complaints raised were in relation to safe sleeping arrangements and the monitoring of families, as well as the conduct of those overseeing and working in the centre. As part of this inspection, inspectors spoke with families, staff, social work professionals and the independent visitor for the service.

Inspectors reviewed one incident that related to concerns raised in regard to safer sleeping and the monitoring of families. Safer sleeping practice and the monitoring of families was found to be appropriate and in line with the individual needs of residents. Staff were fully aware of their responsibilities in respect of closed-circuit television (CCTV) monitoring for individual families, and were able to demonstrate safety precautions taken to ensure that babies are safe. Some changes had been made to the positioning of babies' cribs to ensure increased oversight following review of the concerns raised. This has ensured that CCTV recordings are clearer.

At the time of the inspection, the centre did not have an employed social worker. A new social worker has been appointed but has not had all the required suitability checks. Although she has not entered the centre, this worker has completed family assessments prior to all necessary checks being completed. This is not safe practice and does not ensure that the privacy of residents is appropriately maintained.

Furthermore, this undermines the assessment process for families and significantly hinders the quality and accuracy of the assessments completed.

There have been several changes to staffing since the last inspection. Some staff have left the service and others have been dismissed. Families and staff spoken to as part of this visit believe that there have since been improvements to the overall running and atmosphere of the centre. They are positive about the new management arrangements and believe that the practice of staff has improved. As a result, families and staff are happy.

Since the last inspection, some close personal relationships between staff have negatively impacted on the welfare and feelings of stability of residents at the centre. An incident occurred that resulted in disagreements within the team, which residents were made aware of. This was upsetting for residents and caused distress. This does not represent the nurturing but professional environment that families deserve, and hinders their progress and overall well-being.

Inspectors were unable to review the process towards meeting the requirements and recommendations made at the previous full inspection. These will be reviewed at the next full inspection.

What does the residential family centre need to do to improve?

Statutory Requirements

This section sets out the actions that the registered person(s) must take to meet the Care Standards Act 2000, Residential Family Centre Regulations 2002 and the national minimum standards. The registered person(s) must comply within the given timescales.

Requirement	Due date
The registered person shall, before providing a family with accommodation in the residential family centre, or if that is not reasonably practicable, as soon as possible thereafter, draw up in consultation with the placing authority a written plan (in these Regulations referred to as "the placement plan") set-ting out, in particular— an assessment of the risks, if any, which a resident at the residential family centre may present to their own health, safety and welfare or that of other residents or staff at the centre. (Regulation 13 (1)(c)) Specifically, the registered manager should ensure that risk assessments include up-to-date information regarding families' agreed unsupervised time in the community and significant historical risk-taking behaviour for parents to ensure that staff are aware of all potential risks.	18 August 2022
The registered person shall ensure that all persons employed by him— receive appropriate training, supervision and appraisal. (Regulation 17 (5)(a)) Specifically, the registered manager should ensure that all staff are trained in medication management, child development and attachment training. The registered manager should also ensure that the assessing social worker is provided with regular professional supervision.	18 August 2022
The registered person shall maintain in respect of each family accommodated in the residential family centre a record which— includes the information, documents and other records specified in Schedule 3 relating to the members of the family.	18 August 2022

(Regulation 19 (1)(a)) Specifically, the registered manager should ensure that a letter of instruction from the court is on all families' case files.	
Subject to paragraph (1A) the registered person] shall after consultation with the [fire and rescue authority]— make arrangements for persons working at the residential family centre to receive suitable training in fire prevention. (Regulation 22 (1)(d))	18 August 2022
The registered person shall establish and maintain a system for— reviewing at appropriate intervals; and improving the quality of care provided at the residential family centre. The system referred to in paragraph (1) must provide for adequate consideration of matters raised under regulation 18 by persons working at the residential family centre. The registered person shall supply to the [Chief Inspector] a report in respect of any review con-ducted by him for the purposes of paragraph (1), and make a copy of the report available to residents. The system referred to in paragraph (1) shall provide for consultation with residents. (Regulation 23 (1)(a)(b) (1A) (2) (3))	18 August 2022
The registered person shall ensure that the residential family centre is conducted so as to— promote and make proper provision for the health (including physical, mental and emotional health) and welfare of residents. (Regulation 10 (1)(a)) Specifically, ensure that personal relationships of those working in the centre do not negatively impact on the welfare or well-being of residents.	18 December 2022
The registered person must ensure that the parents' capacity to respond to the children's needs and to safeguard their	18 December 2022

welfare is monitored or assessed by a suitably qualified person in accordance with the requirements of this regulation.(Regulation 13A (1))	
The registered person shall not— allow a person to whom paragraph (2) applies, to work at the residential family centre unless that person is fit to work at a residential family centre. This paragraph applies to any person who is employed by a person other than the registered person in a position in which he may in the course of his duties have regular contact with residents. For the purposes of paragraph (1), a person is not fit to work at a residential family centre unless— he is of integrity and good character; he has the qualifications, skills and experience necessary for the work he is to perform; full and satisfactory information is available in relation to him in respect of each of the matters specified in Schedule 2. (Regulation 16 (1)(b) (2) (3)(a)(b)(d))	18 December 2022

Recommendations

- The registered person should ensure that parents' and children's physical, emotional and social development needs are identified in their family placement plan and promoted throughout their placement. ('Residential family centres: national minimum standards', 6.1, page 13)

- The registered person should ensure that prior to a placement, a risk assessment is carried out to ensure both that the centre is well placed to meet the family's needs and that the family is able to fit in with the centre's other residents. It informs the level of supervision necessary for the parents and is kept under review throughout the placement. Specifically, impact risk assessments should consider the staff team's level of experience, skills and training to meet families' needs. Additionally, risk gradings in the assessments should be proportionate to reflect all risk-taking behaviour for parents when they move in to the centre. ('Residential family centres: national minimum standards', 9.1 page 17)

Information about this inspection

The purpose of this visit was to monitor the action taken and the progress made by the residential family centre since its last Ofsted inspection.

This inspection was carried out under the Care Standards Act 2000.

Residential family centre details

Unique reference number: 2638338

Responsible individual: Tracy Hartland

Registered manager: Post vacant

Inspectors

Natalie Bennett, Social Care Inspector

Nicola Clements, Social Care Inspector

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